



Licensing-Registration Examiner

Agency Code: 3899 Class Code: 8758 Exam Code: 8PB26

Department(s):	Department of Motor Vehicles
Opening Date:	9/26/2009 9:41:00 AM
Final Filing Date:	Continuous
Type of Recruitment:	Departmental Open
Salary:	MONTHLY-RANGED-SALARY - \$3,015.00 to \$3,588.00
Tenure/Time-base:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

INTRODUCTION

The Licensing-Registration Examiner examination is not being given at this time. Please continue to check this bulletin periodically to see when testing is available.

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below may apply. All applicants must meet the education and/or experience requirements as stated on this examination bulletin. Once you have taken the examination, you may not reapply for twelve (12) months.

FILING INSTRUCTIONS

Final File Date: Continuous

Where to Apply: Click on the Licensing-Registration Examiner link at the bottom of the bulletin to Self-Schedule. The examination is considered continuous as examination dates may be disseminated at any time. Candidates must meet the requirements to take the written test. Applicants are to respond to questions to determine if they meet the minimum qualifications. An immediate minimum qualification determination will be made by the online system. If an applicant qualifies, he/she will be allowed to schedule a date, time, and place to take the examination; however, space is limited and will be available on a first come basis. Once test sites are "full" applicants will not be able to apply until additional test dates are posted. Exams will be given on various dates and locations throughout California. These dates and locations will be posted online as they are needed.

DO NOT SUBMIT A STANDARD STATE APPLICATION (STD 678) TO THE DEPARTMENT OF MOTOR VEHICLES. The Application for the Licensing-Registration Examiner is completed during the online Internet Application Process.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the Selection and Certification Unit at (916) 657-7553, or via the California Relay Services for the deaf or hearing impaired from TTY Phones at 1-(800)735-2929 or from voice phones at 1-(800)735-2922.

REQUIRED IDENTIFICATION

Applicants must bring photo identification or two forms of signed identification to the written examination.

DEFINITION

"Performing duties comparable..." To meet this requirement, the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

ELIGIBLE LIST INFORMATION

Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 36 months after it is established. A candidate may be tested only once during any 12 month period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Possession of a valid Class C or above driver license. (License must be secured prior to appointment.)

AND

Visual acuity of 20/20 or better in each eye (correction may be used to meet this requirement) and a monocular peripheral vision of at least 100 degrees of horizontal extent and 100 degrees of vertical

extent, with no evidence of scotomas (nonseeing areas) within the full visual field of each eye. AND

EITHER I

Two years of experience in work emphasizing contact and discussion with the public. This experience must have involved face-to-face public contact and activities such as the personal explanation or interpretation of the products, policies, or procedures of an organization.

OR II

Education: Equivalent to completion of two years (60 semester units or 90 quarter units) of college education. (Students in their second year of college will be admitted to the examination, but they must produce evidence of completion of the required 60 semester units or 90 quarter units before they can be considered eligible for appointment.)

OR III

One year of experience in the Department of Motor Vehicles performing duties comparable to those performed in the classes of Motor Vehicle Assistant, Range B; Motor Vehicle Field Representative, Range B; or Management Services Technician.

OR IV

Two years in the Department of Motor Vehicles with at least 18 months of experience at the level of Office Assistant II or higher.

POSITION DESCRIPTION

A Licensing-Registration Examiner, under direction, in the Department of Motor Vehicles; interprets, applies, and explains the provisions of the Vehicle Code, administrative regulations, policies, and procedures pertaining to the licensing of drivers and the registration and ownership of motor vehicles. Gives written, oral, visual, and practical performance tests in the course of examining applicants for ability and fitness to operate various types or combinations of motor vehicles safely, including commercial vehicles in designated field offices, and for knowledge of Vehicle Code requirements. Serves notices of and/or gives and receives information concerning suspensions, revocations, and cancellations of licenses. Determines if vehicles are subject to registration and transfer of ownership; inspects vehicles for body type, usage, and verification of identification and license numbers. Issues license plates, tabs, and operating permits; determines, collects, and accounts for fees and penalties; and makes reports concerning work performed.

Selected candidates may be required to participate in the DMV Employee Pull Notice Program. This will require the submission of their valid California driver license number. The program requires a review of an employee's driving record when certain updates are received by the Department.

Positions exist throughout the State.

EXAMINATION INFORMATION

The examination will consist of a written test weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

Written Test will be conducted at various locations throughout the State.

Calculator Usage:

Hand-held calculators will be permitted; however, they will not be provided by the Department.

Note: Cell phones, palm pilots, and other electronic devices may not be used as a calculator during the examination.

SCOPE OF EXAMINATION

WRITTEN TEST - WEIGHTED 100%

In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, the examination has been developed to measure relative to job demands, each competitor's knowledge and abilities listed in the "Knowledge and Abilities" section.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Proper spelling, grammar, punctuation, and sentence structure for the English language, to ensure that prepared and/or reviewed written materials are complete, succinct, and free of writing errors.

B. Skill to:

1. Communicate clearly and concisely in writing regarding driver licensing, vehicle registration and ownership, and other related issues, adjusting the level and tone of the message appropriate to be understood by the respective audience.
2. Write detailed summaries to communicate the results of driver license examinations using proper grammar, punctuation, sentence structure, and diagrams.
3. Write memos, letters, and correspondence using proper grammar, punctuation, and sentence structure.
4. Read and understand the English language to respond to correspondence, utilize reference materials, and ensure the legibility of documents.
5. Read and comprehend a variety of technical information pertaining to driver licensing, vehicle registration and ownership, and/or other related issues.
6. Interpret technical information and materials (such as departmental policy and procedure manuals, the Vehicle Code, CA Driver Handbook).
7. Identify inconsistencies in information and materials received orally and in writing.
8. Analyze and evaluate situations accurately and thoroughly to determine and implement appropriate courses of action.
9. Establish and maintain cooperative relations with peers, supervisors, other departmental staff, supporting agencies, and/or the public.
10. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of other departmental staff, supporting agencies, and/or the public.
11. Participate in and contribute to the effectiveness of a team.

C. Ability to:

1. Work in a team environment to complete assigned work tasks or assignments.

VETERANS PREFERENCE

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive veterans preference credits.

CAREER CREDITS

Career credits **will not** be added to the final score of this examination.

DISTINGUISHING CHARACTERISTICS

Firmness, tact, and normal hearing; physical agility and mental alertness sufficient to permit work in and around various types of motor vehicles with safety; satisfactory driving record and willingness to work as required at various locations throughout the State.

CONTACT INFORMATION

If you have any questions concerning this examination, please contact:

Department of Motor Vehicles
Selection and Certification Unit
2570 24th Street, M/S G208
Sacramento, CA 95818
(916) 657-7553
or TTY 1-(800) 735-2929.

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:
<http://spb.ca.gov/jobs/resources/jobspecs.htm>

GENERAL INFORMATION

For an examination with a written feature, it is the candidates responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553, three days prior to the written test date if he/she has not received his/her notice.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant.

Standard State Applications are available at www.jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience; and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification <http://www.dpa.ca.gov/textdocs/specs/s8/s8758.txt>

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligibles will expire in one to four years unless otherwise stated on the bulletin.

Criminal Record Clearance Information: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

If High School Equivalence is required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB).

Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at www.spb.ca.gov or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired

from TDD Phones: 1-800-735-2929 from Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT